

Health Insurance Counseling and Advocacy (HICAP) Performance Measures & Benchmark Report

Program: PSA 16 - Inland Agency

From: 07/01/2011 To: 06/30/2012

| Performance Measures (PM) and Benchmarks | | | | | | | | | |
|--|----------------------|----------------------------|--------------|-------------------------------------|---|--|---------------------------------------|---|--------|
| | PM 1.1 | PM 1.2 | PM 2.1 | PM 2.2 | PM 2.3 | PM 2.4 | PM 2.5 | PM 2.6 | PM 2.7 |
| | Clients Counseled | Public and Media Events | All Contacts | Persons Reached at PAM Events | Contacts w/ Medicare Beneficiaries Due to Disability | Contacts w/ Low Income Beneficiaries | Enrollment/ Assistance Contacts | Part D Enrollment/ Assistance Contacts | FTE |
| Current Results | 35 | 7 | 191 | 186 | 17 | 37 | 50 | 44 | 0.01 |
| CDA Established Benchmark | 78 | 29 | 219 | 286 | 10 | 51 | 300 | 33 | 3.71 |
| Needed to Reach Benchmark | 43 | 22 | 28 | 100 | -7 | 14 | 250 | -11 | 3.70 |
| % Above or Below Benchmark | 55.13 | 75.86 | 12.79 | 34.97 | -70.00 | 27.45 | 83.33 | -33.33 | 99.82 |
| Results for Same Time Last Year | 136 | 25 | 225 | 396 | 27 | 88 | 121 | 95 | 0.03 |
| | | | | | | | | | |
| Center for Medicare Medicaid Services (CMS) Attainment Targets per 1K for Your Slice | | | | | | | | | |
| Current Attainment | | | 38.1 | 37.1 | 29.1 | 33.6 | 10.0 | 8.8 | |
| CMS Mimimum Attainment | | | 39.7 | 57.0 | 45.1 | 47.0 | 27.8 | 19.7 | |
| CMS Exemplary Attainment | | | 115.2 | 142.8 | 152.0 | 131.8 | 95.5 | 81.5 | |